



**GENERAL SERVICES ADMINISTRATION
FEDERAL SUPPLY SERVICE
AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICE LIST**

Worldwide Federal Supply Schedule Contract Schedule Title: General Purpose Commercial
Information Technology Equipment, Software, and Services

FSC Group: 70

SIN 132-20 – Automated Contact Center Solutions (ACCS) – Subject to Cooperative Purchasing

SIN 132-51 – Information Technology (IT) Professional Services – Subject to Cooperative
Purchasing

SIN 700-50 – Order-Level Materials (OLMs) – Subject to Cooperative Purchasing

Contract Number 47QTCA19D00DT

For more information on ordering from Federal Supply Schedules click on the FSS Schedules
button as fss.gsa.gov.

Contract Period: June 22, 2019 – June 21, 2024



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Business Size: Small Business



On-line access to contract ordering information, terms, and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through the GSA Advantage!, menu-driven database system. The internet address for GSA *Advantage!* Is: GSAAdvantage.gov

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INFORMATION FOR ORDERING ACTIVITIES APPLICABLE TO ALL SPECIAL ITEM NUMBERS

1a. Table of Awarded Special Items Numbers (SINS)

SIN	DESCRIPTION
132-20	Automated Contact Center Solutions – Subject to Cooperative Purchasing
132-51	Information Technology Professional Services – Subject to Cooperative Purchasing
700-50	Order-Level Materials (OLMs) – Subject to Cooperative Purchasing

1b. LOWEST PRICED MODEL NUMBER AND PRICE FOR EACH SIN:

(Government net price based on a unit of one)

See Price Lists on pages 9 and 52

1c. HOURLY RATES (Services only): See Price Lists on pages 9 and 52

2. MAXIMUM ORDER*:

SIN	MAXIMUM ORDER
132-20	\$500,000/per Order
132-51	\$500,000/per Order

NOTE TO ORDERING ACTIVITIES: *If the best value selection places your order over the Maximum Order identified in this catalog/pricelist, you have an opportunity to obtain a better schedule contract price. Before placing your order, contact the aforementioned contactor for a better price. The contractor may (1) offer a new price for this requirement (2) offer the lowest price available under this contract or (3) decline the order. A delivery order that exceeds the maximum order may be placed under the schedule contract in accordance with FAR 8.404.

3. MINIMUM ORDER: \$100

4. GEOGRAPHIC COVERAGE: Domestic

Domestic delivery is delivery within the 48 contiguous states, Alaska, Hawaii, Puerto Rico, Washington, DC, and U.S. Territories. Domestic delivery also includes a port or consolidation point, within the aforementioned areas, for orders received from overseas activities.

5. POINT(S) OF PRODUCTION: N/A

6. DISCOUNT FROM LIST PRICES:

GSA Net Prices are shown on the attached GSA Pricelist. Negotiated discount has been applied and the IFF has been added.

7. QUANTITY DISCOUNT(S): None



8. **PROMPT PAYMENT TERMS:** 0% Net 30 Days
- 9.a Government Purchase Cards must be accepted at or below the micro-purchase threshold.
- 9.b Government Purchase Cards are accepted above the micro-purchase threshold. Contact contractor for limit.
10. **FOREIGN ITEMS:** N/a
- 11a. **TIME OF DELIVERY:** 30 days or Negotiated at the task order level.
- 11b. **EXPEDITED DELIVERY:** Negotiated at the task order level.
- 11c. **OVERNIGHT AND 2-DAY DELIVERY:** Overnight and 2-day delivery are available. Contact the Contractor for rates.
- 11d. **URGENT REQUIRMENTS:** Agencies can contact the Contractor's representative to affect a faster delivery. Customers are encouraged to contact the contractor for the purpose of requesting accelerated delivery.
12. **FOB POINT:** Destination
- 13a. **ORDERING ADDRESS:** Same as contractor.
- 13b. **ORDERING PROCEDURES:** Ordering activities shall use the ordering procedures described in Federal Acquisition Regulation 8.405-3 when placing an order or establishing a BPA for supplies or services. The ordering procedures, information on Blanket Purchase Agreements (BPA's) and a sample BPA can be found at the GSA/FSS Schedule Homepage (fss.gsa.gov/schedules).
14. **PAYMENT ADDRESS:** Same as contractor.
15. **WARRANTY PROVISION:** N/a
16. **EXPORT PACKING CHARGES:** N/a
17. **TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE:** None
18. **TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR (IF APPLICABLE):** N/a
19. **TERMS AND CONDITIONS OF INSTALLATION (IF APPLICABLE):** N/a



20. TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE LISTS AND ANY DISCOUNTS FROM LIST PRICES (IF AVAILABLE):
N/a

20a. TERMS AND CONDITIONS FOR ANY OTHER SERVICES (IF APPLICABLE):
N/a

21. LIST OF SERVICE AND DISTRIBUTION POINTS (IF APPLICABLE): N/a

22. LIST OF PARTICIPATING DEALERS (IF APPLICABLE): N/a

23. PREVENTIVE MAINTENANCE (IF APPLICABLE): N/a

24a. SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES (e.g. recycled content, energy efficiency, and/or reduced pollutants): N/a

24b. Section 508 Compliance for Electronic and Information Technology (EIT): N/a

25. DUNS NUMBER: 029899735

26. NOTIFICATION REGARDING REGISTRATION IN SYSTEM FOR AWARD MANAGEMENT (SAM) DATABASE: Contractor has an Active Registration in the SAM database.

Ordering Instructions and Payment Methods

GSA offers a variety of online purchasing methods, including the GSA Advantage! Ordering System. GSA provides you with all the information you will need to order. E-Buy, a component of GSA *Advantage!*, is an online Request for Quote (RFQ) tool designed to facilitate the request for submission of quotes for a wide range of commercial services and products that are offered by GSA Federal Supply Schedule contractors who are on GSA *Advantage!*.



TERMS AND CONDITIONS APPLICABLE TO AUTOMATED CONTACT CENTER SOLUTIONS (ACCS) (SPECIAL ITEM NUMBER 132-20) AND INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 132-51)

1. SCOPE

- a. The prices, terms and conditions stated under Special Item Number 132-20 ACCS and 132-51 Information Technology Professional Services apply exclusively to IT Professional Services within the scope of this Information Technology Schedule.
- b. The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

2. PERFORMANCE INCENTIVES I-FSS-60 Performance Incentives (April 2000)

- a. Performance incentives may be agreed upon between the Contractor and the ordering activity on individual fixed price orders or Blanket Purchase Agreements under this contract.
- b. The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.
- c. Incentives should be designed to relate results achieved by the contractor to specified targets. To the maximum extent practicable, ordering activities shall consider establishing incentives where performance is critical to the ordering activity's mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.

3. ORDER

- a. Agencies may use written orders, EDI orders, blanket purchase agreements, individual purchase orders, or task orders for ordering services under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all services and delivery shall be made and the contract terms and conditions shall continue in effect until the completion of the order. Orders for tasks which extend beyond the fiscal year for which funds are available shall include FAR 52.232-19 (Deviation – May 2003) Availability of Funds for the Next Fiscal Year. The purchase order shall specify the availability of funds and the period for which funds are available.
- b. All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.

4. PERFORMANCE OF SERVICES

- a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.



- b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.
- c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.
- d. Any Contractor travel required in the performance of IT Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

5. STOP-WORK ORDER (FAR 52.242-15) (AUG 1989)

a. The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either-

(1) Cancel the stop-work order; or

(2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.

b. If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-

(1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and

(2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.

c. If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.



d. If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

6. INSPECTION OF SERVICES

In accordance with FAR 52.212-4 CONTRACT TERMS AND CONDITIONS--COMMERCIAL ITEMS (MAR 2009) (DEVIATION I - FEB 2007) for Firm-Fixed Price orders and FAR 52.212-4 CONTRACT TERMS AND CONDITIONS --COMMERCIAL ITEMS (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to Time-and-Materials and Labor-Hour Contracts orders placed under this contract.

7. RESPONSIBILITIES OF THE CONTRACTOR

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 (Dec 2007) Rights in Data – General, may apply.

8. RESPONSIBILITIES OF THE ORDERING ACTIVITY

Subject to security regulations, the ordering activity shall permit Contractor access to all facilities necessary to perform the requisite IT Professional Services.

9. INDEPENDENT CONTRACTOR

All IT Professional Services performed by the Contractor under the terms of this contract shall be as an independent Contractor, and not as an agent or employee of the ordering activity.

10. ORGANIZATIONAL CONFLICTS OF INTEREST

a. Definitions.

“Contractor” means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract.

“Contractor and its affiliates” and “Contractor or its affiliates” refers to the Contractor, its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and any joint venture involving the Contractor, any entity into or with which the Contractor subsequently merges or affiliates, or any other successor or assignee of the Contractor.

An “Organizational conflict of interest” exists when the nature of the work to be performed under a proposed ordering activity contract, without some restriction on ordering activities by the Contractor and its affiliates, may either (i) result in an unfair competitive advantage to the Contractor or its affiliates or (ii) impair the Contractor’s or its affiliates’ objectivity in performing contract work.



b. To avoid an organizational or financial conflict of interest and to avoid prejudicing the best interests of the ordering activity, ordering activities may place restrictions on the Contractors, its affiliates, chief executives, directors, subsidiaries and subcontractors at any tier when placing orders against schedule contracts. Such restrictions shall be consistent with FAR 9.505 and shall be designed to avoid, neutralize, or mitigate organizational conflicts of interest that might otherwise exist in situations related to individual orders placed against the schedule contract. Examples of situations, which may require restrictions, are provided at FAR 9.508.

11. INVOICES

The Contractor, upon completion of the work ordered, shall submit invoices for IT Professional services. Progress payments may be authorized by the ordering activity on individual orders if appropriate. Progress payments shall be based upon completion of defined milestones or interim products. Invoices shall be submitted monthly for recurring services performed during the preceding month.

12. PAYMENTS

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to labor-hour orders placed under this contract. 52.216-31(Feb 2007) Time-and- Materials/Labor-Hour Proposal Requirements—Commercial Item Acquisition. As prescribed in 16.601(e)(3), insert the following provision:

a. The Government contemplates award of a Time-and-Materials or Labor Hour type of contract resulting from this solicitation.

b. The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by—

- (1) The offeror;
- (2) Subcontractors; and/or
- (3) Divisions, subsidiaries, or affiliates of the offeror under a common control.

13. RESUMES

Resumes shall be provided to the GSA Contracting Officer or the user ordering activity upon request.

14. INCIDENTAL SUPPORT COSTS



Incidental support costs are available outside the scope of this contract. The costs will be negotiated separately with the ordering activity in accordance with the guidelines set forth in the FAR.

15. APPROVAL OF SUBCONTRACTS

The ordering activity may require that the Contractor receive, from the ordering activity's Contracting Officer, written consent before placing any subcontract for furnishing any of the work called for in a task order.

16. DESCRIPTION OF AUTOMATED CONTACT CENTER SERVICES IT PROFESSIONAL SERVICES AND PRICING

a. The Contractor shall provide a description of each type of IT Service offered under Special Item Numbers 132-20 Automated Contact Center Solutions and 132-51 IT Professional Services should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.

b. Pricing for all IT Professional Services shall be in accordance with the Contractor's customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices, minimum general experience and minimum education.

See below for the Automated Contact Center Solutions and IT Professional Services Labor Category descriptions and the Hourly Pricing inclusive of IFF.



SIN 132-20 AUTOMATED CONTACT CENTER SOLUTIONS (ACCS) LABOR CATEGORY DESCRIPTIONS

ACCS Technical Support Representative (Junior) I

Minimum Years of Experience: One (1) year relevant education/experience with customer environments.

Functional Responsibilities: Responsible for interfacing with customers to handle service inquiries and problems. Under general supervision, establishes company guidelines on servicing and repairs/returns; examines customer problems and implements appropriate corrective action to initiate repair, return or field servicing; and maintains logs, records and files. Receives incoming calls from end users and/or field services representatives and provides Help Desk assistance to include hardware and software support. Serves as initial point of contact for troubleshooting. Documents, tracks, and records help desk tickets. Diagnoses user issues while providing excellent customer service. Responsible for performing routine customer support and maintenance activities for equipment and systems products. Using detailed company guidelines, performs on-site preventative maintenance, routine repair and calibration of the company's products.

Minimum Education: High School Diploma or GED plus an IT Technical Certification from CompTIA, Microsoft, or CISCO.

ACCS Technical Support Representative II

Minimum Years of Experience: Two (2) years of IT experience conducting accurate installation, repair, and maintenance of hardware and software equipment.

Functional Responsibilities: Responsible for software maintenance, troubleshooting, user assistance, system security, installation of upgrades and product support (server and client). Receives incoming calls from end users and/or field services representatives and provide technical assistance to include hardware and software support. Specializes in coordinating and planning office administration and support. Serves as the initial point-of-contact for troubleshooting hardware/software, PC, network, and printer problems. Provides phone and in-person support to users in applications developed under this contract or predecessors. Follows up with end user on resolution to tickets. Must have experience with troubleshooting, user support, and installing. Assists Help Desk Specialist III, as required.

Minimum Education: High School Diploma or GED plus an IT Technical Certification from CompTIA, Microsoft, or CISCO.

ACCS Technical Support Representative (Senior) III



Minimum Years of Experience: Six (6) years of IT experience conducting accurate installation, repair, and maintenance of hardware and software equipment.

Functional Responsibilities: Manages the help desk function and personnel. Provides daily supervision and direction to staff who are responsible for phone and in-person support to users in the areas of e-mail, directories, standard Windows desktop applications, and applications developed or deployed under this contract. Serves as the secondary point-of-contact for troubleshooting hardware/software, PC, network, and printer problems. Provides complex technical support to end users via phone, email or on-site support. Provides follow-up calls with customers to ensure incident closure. Provides supervision and direction to technical support employees. Maintains comprehensive understanding of customer environments. Work with equipment and software manufacturers for complex tier III support issue resolution.

Minimum Education: Associates Degree plus an IT Technical Certification from CompTIA, Microsoft, or CISCO.

ACCS Technical Support Representative (Lead) IV

Minimum Years of Experience: Eight (8) years of experience.

Functional Responsibilities: Provides daily supervision and direction to staff that are responsible phone and in-person support to users in the areas of e-mail, directories, standard Window desktop applications and applications developed or deployed under this contract. These personnel serve as the first point of contact for troubleshooting hardware/software PC and printer problems.

Minimum Education: Bachelors Degree

Approved Substitutions	
Education	Experience
Associates Degree plus an IT Technical Certification from CompTIA, Microsoft, or CISCO.	Ten (10) years
Masters Degree	Six (6) years

ACCS System Engineer (Junior) I

Minimum Years of Experience: One (1) year of related experience

Functional Responsibilities: Works under close supervision, developing the requirements of a product from inception to conclusion. Develops required specifications for simple to moderate complex problems. Translates detailed design into computer software. Conducts tests, debugs, and refines the computer software to produce the required product. Provides



design, programming, documentation, and implementation of applications which require knowledge of federal information processing systems concepts for effective development and deployment of software modules; participates in all phases of software development with emphasis on the analysis, coding, testing, documentation, and acceptance phases. Designs and prepares technical reports and documentation to record results. Enhances software to reduce operating time or improve performance efficiency. Develops computer software possessing a wide range of capabilities, including numerous engineering, business, and records management functions. Develops plans for automated systems from project inception to conclusion. Analyzes and evaluates moderate to complex data processing systems, both current and proposed, translating business area customer information system requirements into detailed system or program requirements.

Minimum Education: Associate Degree in one of the following engineering disciplines: systems engineering, systems integration, software engineering, information engineering telecommunications engineering, network engineering, electrical engineering, data quality engineering, or other relevant engineering disciplines plus an IT Technical Certification from CompTIA, Microsoft, or CISCO.

ACCS System Engineer II

Minimum Years of Experience: Four (4) years of related experience

Functional Responsibilities: Establishes system engineering and information requirements using analysis of the information engineer in the development of enterprise-wide or large-scale information technology systems. Designs architecture to include software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces. Ensures these systems are compatible and in compliance with the standards for open systems architectures (OSI, ISO, IEEE, OSE) as they apply to the implementation and specification of information technology solutions. Analyzes system requirements and develops design alternatives to satisfy those requirements. Provides technical leadership developing solutions for engineering studies and internet/intranet applications. Supports process improvement efforts by providing specific, high-level technical expertise. Performs evaluation of alternatives and assessment of risks and costs.

Minimum Education: Associate Degree in one of the following engineering disciplines: systems engineering, systems integration, software engineering, information engineering telecommunications engineering, network engineering, electrical engineering, data quality engineering, or other relevant engineering disciplines plus IT Technical Certification from CompTIA, Microsoft, or CISCO.

Approved Substitutions	
Education	Experience
High School Diploma or GED plus an IT Technical Certification from CompTIA, Microsoft, or CISCO.	Six (6) years

Bachelor's degree	Two (2) years
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ACCS System Engineer (Senior) III

Minimum Years of Experience: Six (6) years of related experience

Functional Responsibilities: Establishes system engineering and information requirements using analysis of the information engineer in the development of enterprise-wide or large-scale information technology systems. provides knowledge in design, architecture, development and administration. The Senior Engineer monitors existing systems for structural integrity, oversees the development and installation of new hardware and software, installs and configures operating systems and other software and routinely tests installed software for glitch detection and other issues. Provides technical direction to IT support staff, designs and implement security systems and redundant backups to maintain data safety. Senior Engineers analyze system requirements and develops design alternatives to satisfy those requirements. Writes custom scripts to reduce the need for human intervention, creates saleable, automated solutions for our customer base and establish multi-platform versions of the software package. Writes tests for existing and created code to ensure compatibility and stability, and evaluates, recommends, and implements automated test tools and strategies. Designs, implements, and conduct test and evaluation procedures to ensure system requirements are met. Provides support evaluating hardware and software to resolve LAN/MAN/WAN network related problems. Provides technical leadership developing solutions for engineering studies and internet/intranet applications. Supports process improvement efforts by providing specific, high-level technical expertise. Performs evaluation of alternatives and assessment of risks and costs.

Minimum Education: Bachelors Degree

Approved Substitutions	
Education	Experience
High School Diploma or GED plus an IT Technical Certification from CompTIA, Microsoft, or CISCO.	Ten (10) years
Associates Degree plus an IT Technical Certifications from CompTIA, Microsoft, OR CISCO.	Eight (8) years
Masters Degree	Four (4) years

ACCS System Engineer (Chief) IV

Minimum Years of Experience: Ten (10) years of progressive systems engineering and architectural design and the use of structured analysis, design methodologies, design tools, and object-oriented principles.



Functional Responsibilities: The Chief Engineer is responsible for a diverse range of information security technical analytical projects, and activities which include: designing, developing, deploying, and testing of Federal Government information systems; analyzing the information security environment by identifying potential vulnerabilities; developing security measures to safeguard information. Implements multi-faceted large scale and/or enterprise-wide IT projects in accordance with the system development life cycle in support of agency policies and regulations as appropriate.

Provides technical leadership developing solutions for engineering studies and internet/intranet applications. Supports process improvement efforts by providing specific, high-level technical expertise. Performs evaluation of alternatives and assessment of risks and costs. Utilizes a strong understanding of the IT infrastructure and inter relationship of the following disciplines: network, storage, backup, server platforms, desktop, database, middleware, monitoring, application, and security. Identifies, analyzes, defines, and coordinates customer needs and translates them into technical requirements. Works with the technical team to review and assess software applications and hardware to protect inion and systems from unauthorized access, denial of service, and compromise of information assets.

Coordinate and as requested provide Federal agency leadership and technical expert guidance to team members. Develops and maintains effective disaster recovery information security system plans, processes, and procedures necessary to recover services in the event of a declared disaster.

Minimum Education: Masters Degree

Approved Substitutions	
Education	Experience
Bachelors Degree	Twelve (12) years
Doctorate Degree	Eight (8) years

ACCS Project Manager I

Minimum Years of Experience: Two (2) years

Functional Responsibilities:

Minimum Education:

Functional Responsibilities: Acts as a focal point for planning and executing IT task(s). Is a primary point of contact for the Customer. Coordinates project delivery IT subject matter experts on project execution. Works closely with IT program area leads to manage delivery and pursue new project opportunities in the utility, energy, and/or energy efficiency sectors



Oversees all work and takes corrective action as necessary to ensure project success. May also serve as a IT technical lead. Responsible for the overall management of the specific task (s) and insuring that the IT technical solutions and schedules of the task are implemented in a timely and technically correct manner.

Minimum Education: Bachelors Degree

Approved Substitutions	
Education	Experience
Associates Degree plus an IT Technical Certifications from CompTIA, Microsoft, or CISCO and PMP	Four (4) years

ACCS Project Manager II

Minimum Years of Experience: Six (6) years

Functional Responsibilities: Performs day-to-day management of IT delivery order projects, from original concept through final implementation. Utilizes proven skills in those IT and Network technical areas addressed by the delivery order to analyze new and complex project related problems and create innovative solutions involving financial management, scheduling, technology, methodology, tools, and solution components. Organizes, directs, and coordinates the planning and production of all activities IT, Network and Cyber activities associated with assigned delivery order projects. Defines project scope and objectives including developing detailed work plans, installation schedules, project estimates, resource plans, status reports, and project and financial tracking and analysis. Conducts project meetings and ensures quality standards. Provides technical and strategic guidance to project team and reviews project deliverables.

Minimum Education: Bachelors Degree

Approved Substitutions	
Education	Experience
Associates Degree plus an IT Technical Certifications from CompTIA, Microsoft, or CISCO and PMP certification	Eight (8) years
Masters Degree	Four(4) years
Doctorate Degree	Two (2) years

ACCS Project Manager III

Minimum Years of Experience: Eight (8) years

Functional Responsibilities: Acts as a focal point for planning and executing task (s). Is a primary point of contact for the customer. Develops and implements workable approaches to implementing and integrating capital planning and investment controls,



architecture, strategic planning and development of IT budgets. Prepares developing plans of actions and milestones to correct any deficiencies or areas needing improvements. Reviews and responds to planning scorecards for investments and developing plans of actions and milestones to correct any deficiencies or areas needing improvements. Collects and summarizes information needed for Federal agency and other data calls. Prepares materials, collects information to support IT portfolio management and ensures all required capital investment data is captured. Collaborates with direct reports, consulting partners, solution providers, and IT partners to resolve issues, perform systems maintenance, and design and implement new or enhanced functionality. Oversees daily infrastructure operations across workstations, servers, networks, and security equipment and systems. Manages projects as needed to maintain and/or enhance solutions or infrastructure equipment and services. Prioritizes and collaborates with local and remote resources to resolve infrastructure issues.

Minimum Education: Bachelors and PMP Certification.

Approved Substitutions	
Education	Experience
Masters Degree	Six (6) years
Doctorate Degree	Four (4) years

ACCS Software / Applications Developer (Junior) I

Minimum Years of Experience: One (1) year

Functional Responsibilities: Responsible for building and maintaining web-based applications. The candidate will be responsible for new development, enhancements, and maintenance in Java/J2EE (JMS, EJB, and Servlets) and shall have extensive knowledge of design patterns. The candidate will also be responsible for the design, coding, and testing of Java based applications and the design and implement of web-based applications. Primary development: Java, XML, XSLT, Servlets, Spring, Tiles, DOM, XML Object, JSTL, JSP, MVC2/Struts, stored procedures, triggers and views and Oracle PL/SQL.

Minimum Education: Associates Degree plus an IT Technical Certification from CompTIA, Microsoft, or CISCO.

ACCS Software / Applications Developer II

Minimum Years of Experience: Four (4) years

Functional Responsibilities: Responsible for building and maintaining web-based applications. The candidate will be responsible for new development, enhancements, and maintenance in Java/J2EE (JMS, EJB, and Servlets) and shall have extensive knowledge of design patterns. The candidate will also be responsible for the design, coding, and testing of Java based applications and the design and implement of web-based

applications. Defines system scope and objectives. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time, and form of desired results. Prepares detailed specifications for programs. Assists in the design, development, testing, implementation, and documentation of new software and enhancements of existing applications. Works with project managers, development team, and end users to ensure application designs meet business requirements. Defines specifications for complex operating software programming applications or modifies/maintains complex existing applications using engineering releases and utilities from the manufacturer. Provides overall operating system, such as sophisticated file maintenance routines, large telecommunications networks, computer accounting, and advanced mathematical/scientific software packages. Assists all phases of software systems programming applications. Evaluates new and existing software products

Minimum Education: Bachelors Degree

Approved Substitutions	
Associates Degree plus an IT Technical Certifications from CompTIA, Microsoft, or CISCO.	Six (6) years

ACCS Software / Applications Developer (Senior) III

Minimum Years of Experience: Six (6) years

Functional Responsibilities: Responsible for building and maintaining web-based applications. The candidate will be responsible for new development, enhancements, and maintenance in Java/J2EE (JMS, EJB, and Servlets) and shall have extensive knowledge of design patterns. The candidate will also be responsible for the design, coding, and testing of Java based applications and the design and implement of web-based applications. Primary development: Java, XML, XSLT, Servlets, Spring, Tiles, DOM, XMLObject, JSTL, JSP, MVC2/Struts, stored procedures, triggers and views and Oracle PL/SQL.

The Senior Developer with no supervision will work in a fast paced collaborative and agile environment, following Scrum/Kanban methodologies. Including:

- Analyzing software requirements and providing solutions upgrades, recommendations and designs.
- Performs indepth and detailed analysis, design, coding, testing, implementation, and maintenance of software solutions using years of experience and expertise.
- Provide consultation and support services for the full life cycle of software product development.
- Respond to and troubleshooting incidents, both for end users and applications.
- Provides technical oversight and expertise to Level I and II Developers as needed.
- Monitors and troubleshooting performance of the system as necessary.

Minimum Education: Bachelors Degree

Approved Substitutions	
Associates Degree plus an IT Technical Certification from CompTIA, Microsoft, or CISCO.	Eight (8) years
Masters Degree	Four (4) years

ACCS Software / Applications Developer (Chief) IV

Minimum Years of Experience: Ten (10) years

Functional Responsibilities: Responsible for building and maintaining web-based applications. The candidate will be responsible for new development, enhancements, and maintenance in Java/J2EE (JMS, EJB, and Servlets) and shall have extensive knowledge of design patterns. The candidate will also be responsible for the design, coding, and testing of Java based applications and the design and implement of web-based applications. Primary development: Java, XML, XSLT, Servlets, Spring, Tiles, DOM, XMLObject, JSTL, JSP, MVC2/Struts, stored procedures, triggers and views and Oracle PL/SQL.

The Chief Developer will provide:

- Supervision for development teams working to meet both sprint and release commitments and milestones.
- Provide senior oversight and direction for the feature team's design, development, documentation and testing of enhancements to the system.
- Recommends and develops new technical solutions, products, and/or standards in support of the stakeholder strategy.
- Leads and guides work of other technical staff that has significant impact on project results/outputs.
- Participates fully in the Scrum team activities (Planning, Daily Stand Up, Retrospective, & Review/Demo).
- Resolves critical issues on the operational system when necessary.
- Engages stakeholders, contributors and technical resources to analyze user needs and resource limitations. Provides completed plans and products to government for approval and implementation.
- Provides professional experience and knowledge to direct Developers I, II, and III for: Java, J2EE, Spring Framework, JSP, AngularJS, Javascript, AJAX, Perl, Shell Scripting, SQL, Subversion, REST, SOAP. XML, RHEL 6 and 7.

Minimum Education: Bachelors Degree

Approved Substitutions	
Masters Degree	Eight (8) years



SIN 132-20 AUTOMATED CONTACT CENTER SOLUTIONS (ACCS) PRICING

SIN 132-20 SERVICE (LABOR CATEGORY)	GSA PRICE WITH IFF	GSA PRICE WITH IFF	GSA PRICE WITH IFF	GSA PRICE WITH IFF	GSA PRICE WITH IFF
	22 JUN 19 to 21 JUN 20	22 JUN 20 to 21 JUN 21	22 JUN 21 to 21 JUN 22	22 JUN 22 to 21 JUN 23	22 JUN 23 to 21 JUN 24
ACCS Technical Support Representative (Junior) I	\$31.95	\$32.59	\$33.24	\$33.90	\$34.58
ACCS Technical Support Representative II	\$37.06	\$37.80	\$38.55	\$39.33	\$40.11
ACCS Technical Support Representative (Senior) III	\$41.93	\$42.77	\$43.62	\$44.50	\$45.39
ACCS Technical Support Representative (Lead) IV	\$106.90	\$109.03	\$111.21	\$113.44	\$115.71
ACCS System Engineer (Junior) I	\$52.94	\$54.00	\$55.08	\$56.18	\$57.30
ACCS System Engineer II	\$63.99	\$65.27	\$66.58	\$67.91	\$69.27
ACCS System Engineer (Senior) III	\$82.85	\$84.51	\$86.20	\$87.92	\$89.68
ACCS System Engineer (Chief) IV	\$102.57	\$104.62	\$106.71	\$108.85	\$111.02
ACCS Project Manager I	\$114.91	\$117.20	\$119.55	\$121.94	\$124.38
ACCS Project Manager II	\$119.44	\$121.83	\$124.27	\$126.75	\$129.29
ACCS Project Manager III	\$123.90	\$126.37	\$128.90	\$131.48	\$134.11
ACCS Software / Applications Developer (Junior) I	\$55.56	\$56.67	\$57.80	\$58.96	\$60.14
ACCS Software / Applications Developer II	\$66.50	\$67.83	\$69.19	\$70.57	\$71.99
ACCS Software / Applications Developer (Senior) III	\$77.39	\$78.94	\$80.52	\$82.13	\$83.77
ACCS Software / Applications Developer (Chief) IV	\$94.99	\$96.89	\$98.82	\$100.80	\$102.82



SIN 132-51 INFORMATION TECHNOLOGY PROFESSIONAL SERVICES LABOR CATEGORY DESCRIPTIONS

Technical Support Representative (Junior) I

Minimum Years of Experience: One (1) year relevant education/experience with customer environments.

Functional Responsibilities: Responsible for interfacing with customers to handle service inquiries and problems. Under general supervision, establishes company guidelines on servicing and repairs/returns; examines customer problems and implements appropriate corrective action to initiate repair, return or field servicing; and maintains logs, records and files. Receives incoming calls from end users and/or field services representatives and provides Help Desk assistance to include hardware and software support. Serves as initial point of contact for troubleshooting. Documents, tracks, and records help desk tickets. Diagnoses user issues while providing excellent customer service. Responsible for performing routine customer support and maintenance activities for equipment and systems products. Using detailed company guidelines, performs on-site preventative maintenance, routine repair and calibration of the company's products.

Minimum Education: High School Diploma or GED plus an IT Technical Certification from CompTIA, Microsoft, or CISCO.

Technical Support Representative II

Minimum Years of Experience: Two (2) years of IT experience conducting accurate installation, repair, and maintenance of hardware and software equipment.

Functional Responsibilities: Responsible for software maintenance, troubleshooting, user assistance, system security, installation of upgrades and product support (server and client). Receives incoming calls from end users and/or field services representatives and provide technical assistance to include hardware and software support. Specializes in coordinating and planning office administration and support. Serves as the initial point-of-contact for troubleshooting hardware/software, PC, network, and printer problems. Provides phone and in-person support to users in applications developed under this contract or predecessors. Follows up with end user on resolution to tickets. Must have experience with troubleshooting, user support, and installing. Assists Help Desk Specialist III, as required.

Minimum Education: High School Diploma or GED plus an IT Technical Certification from CompTIA, Microsoft, or CISCO.

Technical Support Representative (Senior) III

Minimum Years of Experience: Six (6) years of IT experience conducting accurate installation, repair, and maintenance of hardware and software equipment.



Functional Responsibilities: Manages the help desk function and personnel. Provides daily supervision and direction to staff who are responsible for phone and in-person support to users in the areas of e-mail, directories, standard Windows desktop applications, and applications developed or deployed under this contract. Serves as the secondary point-of-contact for troubleshooting hardware/software, PC, network, and printer problems. Provides complex technical support to end users via phone, email or on-site support. Provides follow-up calls with customers to ensure incident closure. Provides supervision and direction to technical support employees. Maintains comprehensive understanding of customer environments. Work with equipment and software manufacturers for complex tier III support issue resolution.

Minimum Education: Associates Degree plus an IT Technical Certification from CompTIA, Microsoft, or CISCO.

Technical Support Representative (Lead) IV

Minimum Years of Experience: Eight (8) years of experience.

Functional Responsibilities: Provides daily supervision and direction to staff that are responsible phone and in-person support to users in the areas of e-mail, directories, standard Window desktop applications and applications developed or deployed under this contract. These personnel serve as the first point of contact for troubleshooting hardware/software PC and printer problems.

Minimum Education: Bachelors Degree

Approved Substitutions	
Education	Experience
Associates Degree plus an IT Technical Certification from CompTIA, Microsoft, or CISCO.	Ten (10) years
Masters Degree	Six (6) years

System Administrator (Junior) I

Minimum Years of Experience: One (1) year of related experience.

Functional Responsibilities: Supports Under general supervision, performs systems analysis of computer and communications/network systems. Performs systems installation of computer operating systems, network, and applications software, and computer/network hardware. Provides overall integration of all systems peripherals so that they operate correctly within a predefined environment. Installs, configures, operates, and maintains systems hardware and software. Performs system monitoring, system backup, and system migrations. Supports configurations, security, monitoring, and performance activities. Analyzes and recommends solutions to hardware/software interface and performance issues. Supports the daily activities of configuration and operation of business systems which may be mainframe, min, or client server based. Sets up and configuration of Windows Servers. Administers end-user workstations and supports end-user activities utilizing TCP/IP on a primarily Microsoft Windows-based



local area network. Investigates user problems to identify their source, determine possible solutions, test and implement solutions. Maintains layer 2 network equipment in accordance with established IT policies and procedures on including Cisco and Dell equipment. Schedules and performs hardware and software installations, upgrades, backups, and data restoration. Maintains customer's software licenses. Accurately logs service calls and maintains a log of corrective action initiated on company service request system. Provides Office365 management and migration assistance Updates network and customer documentation, including network diagramming with Visio, Gliffy, etc. Under supervision assists troubleshooting problems with network outages, peripherals, software applications and operating systems within established standards and guidelines.

Minimum Education: Bachelors Degree.

Approved Substitutions	
Education	Experience
High School Diploma or GED plus an IT Technical Certification from CompTIA, Microsoft, or CISCO.	Five (5) years
Associates Degree plus an IT Technical Certification from CompTIA, Microsoft, or CISCO.	Three (3) years

System Administrator II

Minimum Years of Experience: Two (2) years of related experience

Functional Responsibilities: Under general supervision, performs systems analysis of computer and communications/network systems. Performs systems installation of computer operating systems, network, and applications software, and computer/network hardware. Provides overall integration of all systems peripherals so that they operate correctly within a predefined environment. Assists Systems Administrators III. Installs, configures, operates, and maintains systems hardware and software. Performs system monitoring, system backup, and system migrations. Supports configurations, security, monitoring, and performance activities. Analyzes and recommends solutions to hardware/software interface and performance issues. Validate and implement system patches. Schedule, plan, and manage system upgrades. Supports the daily activities of configuration and operation of business systems which may be mainframe, min, or client server based. Optimizes system operation and resource utilization and performs system capacity analysis and planning. Provides assistance to users in accessing and using business systems. Demonstrates intermediate level expertise in all areas systems administration.

Conducts routine network hardware and software audits to ensure compliance with established policies and configuration guidelines. Updates network and customer documentation, including network diagramming. Troubleshoots problems with network outages, peripherals, software applications and operating systems within established standards and guidelines. Develops network upgrade project plans, performs project assessments, evaluates, implement, and support post deployment. Implements various minor projects that enhance network availability, security and data integrity. Works with



vendor engineers and technicians to resolve technical network problems. Assesses functional needs to determine IT purchase requirements. Participates in on-call rotation to provide after-hours and weekend support to customers as needed

Minimum Education: Bachelors Degree

Approved Substitutions	
Education	Experience
High School Diploma or GED plus an IT Technical Certification from CompTIA, Microsoft, or CISCO.	Six (6) Years
Associates Degree plus an IT Technical Certification from CompTIA, Microsoft, or CISCO.	Four (4) years

System Administrator (Senior) III

Minimum Years of Experience: Six (6) years of related experience

Functional Responsibilities: Installs, configures, operates, and maintains systems hardware and software. Performs system monitoring, system backup, and system migrations. Benchmarks, analyzes, reports on and makes recommendations for the improvement and growth of systems and virtual infrastructure. Actively monitor ticketing systems and email for new support inquiries and requests. Respond to issues in a timely manner, communicate necessary information to relevant support teams & impacted staff, and document resolution. Provides strong data gathering and reporting skills supervision of subordinate System Administrators to support ad-hoc data requests. Possesses the knowledge and experience in troubleshooting production systems issues. Provide on-call support on a rotational basis and as required when issues arise. Assists in the automation of currently manual repetitive tasks. Ensures Compliance with and enforces standard company policies and procedures. Develops technical documentation detailing the installation procedures.

Performs system backups of critical file servers and databases. Performs Windows Server administration. Analyzes network and computer systems to determine future growth needs. Installs, repairs, and upgrades servers and network components. troubleshoots networking and operating system issues.

Minimum Education: Bachelors Degree

Approved Substitutions	
Education	Experience
Associates Degree plus an IT Technical Certification from CompTIA, Microsoft, or CISCO.	Eight (8) years
Masters Degree	Four (4) years

System Administrator (Chief) IV

Minimum Years of Experience: Eight (8) years of related experience

Functional Responsibilities: Responsible for managing the functionality and efficiency of one or more operating systems. Administers and controls the activities related to data planning and development. Evaluates system specifications, input/output processes, and working parameters for hardware/software compatibility. Ensures network security access and protects against unauthorized access, modification or destruction. Provides Level III technical assistance and support related to computer systems, software and hardware through the IT Help Desk ticket. Improves existing systems by reviewing objectives and specifications, recommending changes, evaluating proposed changes and making approved modifications. Establishes policies and procedures pertaining to system management, security, maintenance, and utilization.

Performs system backups of critical file servers and databases. Performs Windows Server administration. Analyzes network and computer systems to determine future growth needs. Installs, repairs, and upgrades servers and network components. Conducts ongoing performance tuning, hardware upgrades, and resource optimization. Ensures system stability and connectivity while providing immediate and rapid support with minimal downtime or interference. Ensures completion of RMF requirements and implementation of technical solutions to complex discipline-specific problems, to include STIG requirements. Ensures the completion of programs, projects or tasks within estimated time frames and budget constraints. Ensures that the quality of the program, project or task deliverable meets the established standards or metrics. Provides information assurance guidance and documentation throughout the system development life-cycle. Supports all phases of the security authorization process. Ensures that the design of hardware, operating systems, and software applications proposed for Federal Sponsor programs adequately addresses IA security requirements. Provides confidentiality, integrity, availability, authentication, and non-repudiation. Enables IA system designs that properly mitigate identified threats and vulnerabilities. Reviews and approves test and evaluation activities to validate those threats and vulnerabilities are mitigated.

Makes recommendations to purchase hardware and software, coordinates installation and provides backup recovery. Schedules, plans, and oversees system upgrades. Develops functional requirements through interaction with end-users and coordinates with development team on systematic enhancements or changes. Develops policies and standards related to the use of computing resources, overall strategy, design, implementation, and operational aspects of multiple systems, operating environments, and related software.

Minimum Education: Bachelors Degree.

Approved Substitutions	
Education	Experience

Associates Degree plus an IT Technical Certification from CompTIA, Microsoft, or CISCO.	Ten (10) years
Masters Degree	Six (6) years

System Engineer (Junior) I

Minimum Years of Experience: One (1) year of related experience

Functional Responsibilities: Works under close supervision, developing the requirements of a product from inception to conclusion. Develops required specifications for simple to moderate complex problems. Translates detailed design into computer software. Conducts tests, debugs, and refines the computer software to produce the required product. Provides design, programming, documentation, and implementation of applications which require knowledge of federal information processing systems concepts for effective development and deployment of software modules; participates in all phases of software development with emphasis on the analysis, coding, testing, documentation, and acceptance phases. Designs and prepares technical reports and documentation to record results. Enhances software to reduce operating time or improve performance efficiency. Develops computer software possessing a wide range of capabilities, including numerous engineering, business, and records management functions. Develops plans for automated systems from project inception to conclusion. Analyzes and evaluates moderate to complex data processing systems, both current and proposed, translating business area customer information system requirements into detailed system or program requirements.

Minimum Education: Associates Degree plus an IT Technical Certification from CompTIA, Microsoft, or CISCO.

System Engineer II

Minimum Years of Experience: Four (4) years of related experience

Functional Responsibilities: Establishes system engineering and information requirements using analysis of the information engineer in the development of enterprise-wide or large scale information technology systems. Designs architecture to include software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces. Ensures these systems are compatible and in compliance with the standards for open systems architectures (OSI, ISO, IEEE, OSE) as they apply to the implementation and specification of information technology solutions. Analyzes system requirements and develops design alternatives to satisfy those requirements. Provides technical leadership developing solutions for engineering studies and internet/intranet applications. Supports process improvement efforts by providing specific, high-level technical expertise. Performs evaluation of alternatives and assessment of risks and costs.



Minimum Education: Associate Degree plus IT Technical Certification from CompTIA, Microsoft, or CISCO.

Approved Substitutions	
Education	Experience
High School Diploma or GED plus an IT Technical Certification from CompTIA, Microsoft, or CISCO.	Six (6) years
Bachelors Degree	Two (2) years

System Engineer (Senior) III

Minimum Years of Experience: Six (6) years of related experience

Functional Responsibilities: Establishes system engineering and information requirements using analysis of the information engineer in the development of enterprise-wide or large-scale information technology systems. provides knowledge in design, architecture, development and administration. The Senior Engineer monitors existing systems for structural integrity, oversees the development and installation of new hardware and software, installs and configures operating systems and other software and routinely tests installed software for glitch detection and other issues. Provides technical direction to IT support staff, designs and implement security systems and redundant backups to maintain data safety. Senior Engineers analyze system requirements and develops design alternatives to satisfy those requirements. Writes custom scripts to reduce the need for human intervention, creates saleable, automated solutions for our customer base and establish multi-platform versions of the software package. Writes tests for existing and created code to ensure compatibility and stability, and evaluates, recommends, and implements automated test tools and strategies. Designs, implements, and conduct test and evaluation procedures to ensure system requirements are met. Provides support evaluating hardware and software to resolve LAN/MAN/WAN network related problems. Provides technical leadership developing solutions for engineering studies and internet/intranet applications. Supports process improvement efforts by providing specific, high-level technical expertise. Performs evaluation of alternatives and assessment of risks and costs.

Minimum Education: Bachelors Degree

Approved Substitutions	
Education	Experience
High School Diploma or GED plus an IT Technical Certification from CompTIA, Microsoft, or CISCO.	Ten (10) years
Associates Degree plus an IT Technical Certification from CompTIA, Microsoft, or CISCO.	Eight (8) years
Masters Degree	Four (4) years

System Engineer (Chief) IV

Minimum Years of Experience: Ten (10) years of progressive systems engineering and architectural design and the use of structured analysis, design methodologies, design tools, and object-oriented principles.

Functional Responsibilities: The Chief Engineer is responsible for a diverse range of information security technical analytical projects, and activities which include: designing, developing, deploying, and testing of Federal Government information systems; analyzing the information security environment by identifying potential vulnerabilities; developing security measures to safeguard information. Implements multi-faceted large scale and/or enterprise-wide IT projects in accordance with the system development life cycle in support of agency policies and regulations as appropriate.

Provides technical leadership developing solutions for engineering studies and internet/intranet applications. Supports process improvement efforts by providing specific, high-level technical expertise. Performs evaluation of alternatives and assessment of risks and costs. Utilizes a strong understanding of the IT infrastructure and inter relationship of the following disciplines: network, storage, backup, server platforms, desktop, database, middleware, monitoring, application, and security. Identifies, analyzes, defines, and coordinates customer needs and translates them into technical requirements. Works with the technical team to review and assess software applications and hardware to protect inion and systems from unauthorized access, denial of service, and compromise of information assets.

Coordinate and as requested provide Federal agency leadership and technical expert guidance to team members. Develops and maintains effective disaster recovery information security system plans, processes, and procedures necessary to recover services in the event of a declared disaster.

Minimum Education: Masters Degree

Approved Substitutions	
Education	Experience
Bachelors degree	Twelve (12) years
Doctorate's Degree	Eight (8) years

System Analyst (Junior) I

Minimum Years of Experience: One (1) year of experience

Functional Responsibilities: Responsible for analyzing user business problems to be solved with automated systems. Works under close supervision, developing the requirements of a product from inception to conclusion. Develops required specifications for simple to moderate complex problems. Translates detailed design into computer



software. Conducts tests, debugs, and refines the computer software to produce the required product.

Works on teams in system engineering efforts and providing direction for problem definition, analysis, requirement development, and implementation for systems. Directly interfaces with customers regarding incidents and system status. Develops and prepares system documentation, gathering specific information related to the project and applicable technical material. Conducts incident, problem, and change management functions in an enterprise environment. Documents requirements, maintaining and updating technical documentation, and accurately measuring system performance against targets and reporting on changes or upgrades to existing systems. Monitors system performance and evaluating areas to improve efficiency.

Minimum Education: Associates Degree plus an IT Technical Certification from CompTIA, Microsoft, or CISCO.

Approved Substitutions	
Education	Experience
High School Diploma or GED plus an IT Technical Certification from CompTIA, Microsoft, or CISCO.	Three (3) years

System Analyst II

Minimum Years of Experience: Four (4) years of experience

Functional Responsibilities: Responsible for analyzing system engineering and information requirements using analysis of the information engineer in the development of enterprise-wide or large scale information technology systems. Provides design, programming, documentation, and implementation of applications which require knowledge of federal information processing systems concepts for effective development and deployment of software modules; participates in all phases of software development with emphasis on the analysis, coding, testing, documentation, and acceptance phases. Designs and prepares technical reports and documentation to record results. Enhances software to reduce operating time or improve performance efficiency. Develops computer software possessing a wide range of capabilities, including numerous engineering, business, and records management functions. Develops plans for automated systems from project inception to conclusion. Analyzes and evaluates moderate to complex data processing systems, both current and proposed, translating business area customer information. system requirements into detailed system or program requirements.

Minimum Education: Bachelors Degree

Approved Substitutions	
Education	Experience

High School Diploma or GED plus an IT Technical Certification from CompTIA, Microsoft, or CISCO.	Eight (8) years
Associates Degree plus an IT Technical Certification from CompTIA, Microsoft, or CISCO.	Six (6) years

System Analyst (Senior) III

Minimum Education: Six (6) years of experience

Functional Responsibilities: Services performed include, but are not limited to, applying management analysis processes, statistical methods, and advanced technical and analytical research techniques to determine solutions based on client requirements with an IT services/solutions-based scope. Works with departments to gather requirements in the selection of both custom and out of the box software solutions. Assess the needs of the end user and translate them into program requirements. Determines end user requirements by facilitating meetings, using interviews, document analysis, requirements workshops, and task and workflow analysis. Works closely with developers and end users to ensure technical compatibility and end user satisfaction. Provides high level application support and troubleshooting of corporate applications. Performs data mining and extraction on agency databases. Basic knowledge of technologies such as Microsoft SQL Server, SSIS, SSRS, Visual Basic.NET, C# , Microsoft Access, HTML, Javascript, ASP, ASP.NET, AJAX, Crystal Reports and other web server and development technologies used to develop custom solutions. Performs Business and Systems Analysts to report to the Systems Applications Managers. Provides leadership and mentoring to other Systems Analysts as needed.

Analyzes operational activities to obtain a quantitative, rational basis for decision making and resource allocation. Employs process improvements and reengineering methodologies and principles for modernization of systems and projects. Creates project plans to achieve performance-based objectives, enhancing implementation, systems and service. Provides integral support in mission requirements determination, conceptualization, design, development, testing, verification and validation, documentation, and implementation of system applications. As Senior Analyst manages, plans, and conducts major phases of significant projects.

Minimum Education: Bachelors Degree

Approved Substitutions	
Associates Degree plus an IT Technical Certification from CompTIA, Microsoft, or CISCO.	Eight (8) years
Masters Degree	Four (4) years

System Analyst (Chief) IV

Minimum Years of Experience: Ten (10) years of progressive systems engineering and architectural design and the use of structured analysis, design methodologies, design tools, and object-oriented principles.

Functional Responsibilities: Responsible for analyzing user business problems to be solved with automated systems. May formulate and define information system scope and objectives through research, analysis, testing and fact finding with a basic understanding of business systems and industry requirements. Prepares communications and make presentations on recommendations on system enhancements or alternatives. May act as functional expert.

Establishes system engineering and information requirements using analysis of the information engineer in the development of enterprise- wide or large scale information technology systems. Designs architecture to include software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces. Ensures these systems are compatible and in compliance with the standards for open systems architectures (OSI, ISO, IEEE, OSE) as they apply to the implementation and specification of information technology solutions. Analyzes system requirements and develops design alternatives to satisfy those requirements. Provides technical leadership developing solutions for engineering studies and internet/intranet applications. Supports process improvement efforts by providing specific, high- level technical expertise. Performs evaluation of alternatives and assessment of risks and costs.

Minimum Education: Masters Degree

Approved Substitutions	
Education	Experience
Bachelors Degree	Twelve (12) years
Masters Degree	Four (4) years

Enterprise Architect

Minimum Years of Experience: Four (4) years of experience

Functional Responsibilities: Must be capable of applying enterprise-wide set of disciplines for planning, analyzing, designing, and constructing information systems enterprise-wide or across a major sector of the enterprise. Develops analytical and computational techniques and methodology for problem solutions. Must be capable of performing enterprise-wide strategic system planning, information planning, business, and analysis. Performs process and data modeling in support of the planning and analysis efforts, using manual and automated tools, such as Integrated Computer-Aided Software Engineering (I- CASE) tools. Must be able to apply reverse engineering and reengineering disciplines to developing migration strategic and planning documents. Provides technical guidance or in software engineering techniques and automated support tools. Applies, as appropriate, activity and data modeling transaction flow analysis; internal control and risk analysis; modern business methods; and performance measurement techniques. Assists in establishing standards for information system procedures. Develops and applies



organization-wide information models for use in designing and building integrated, shared software and database management systems.

Minimum Education: Bachelors Degree

Approved Substitutions	
Education	Experience
Masters Degree	Two (2) years

Programmer (JR) I

Minimum Years of Experience: One (1) year experience

Functional Responsibilities: Creates, modifies, and tests the code, forms, and script that allow computer applications to run. Works from specifications drawn up by software developers or other individuals. May assist software developers by analyzing user needs and designing software solutions. May develop and write computer programs to store, locate, and retrieve specific documents, data, and information.

Minimum Education: Bachelors

Approved Substitutions	
Education	Experience
High School Diploma or GED plus an IT Technical Certification from CompTIA, Microsoft, or CISCO.	Five (5) years
Associates Degree plus an IT Technical Certification from CompTIA, Microsoft, or CISCO.	Three (3) years

Programmer II

Minimum Years of Experience: Two (2) years' experience

Functional Responsibilities: Works under supervision to support the activities of a Programmer III. Supports the maintenance and operating efficiency of a major subsystem, such as the teleprocessing network, database management systems, etc. Performs programming tasks in a timely manner. Support the design, develop, test, documentation, and implementation of new and existing software applications and solutions using Agile development principles and techniques. Refine and translate system software requirements specifications into structured Appian application programs. Configure, debug, test and document new applications and enhancements including, but not limited to forms, reports, underlying logic and interface components on development projects as assigned. Provide software development life cycle support including; conduct of technical requirements analysis, design, development, performance measurement, verification and validation, deployment, change management, and transition.



Participate in creation of novel software that meets agency needs. Works in an interdisciplinary team of informaticists, application developers, information quality experts, statisticians, and researchers during software development. Utilizes and develop software to extract, transform, and load data submitted by various organizations generated by their records and similar systems. Assists with the development of technical project proposals to build new software or deploy and update existing software used in data cleanup, and related tasks.

Participates in design, implementation, and reporting of research and evaluation studies. Contributions to scientific reports, conference papers and journal articles are expected, including documentation of method, presentation of data, and participation in interpretation of results.

Assists with workflow of incoming data requests and other processes around the management, transform, analysis, etc. of data. Recommends and assists with development of workflow and process changes to enhance efficiency of tracking and delivery. Participate and contribute to communication of requests and results delivery. Assist with management of data governance around data sets.

Work with database administrators, quality assurance team, system engineers, network engineers and other staff to ensure data consistency, testability, security and privacy. Supports the continual assessment of the performance of appropriate software systems to identify and correct problems which impact operation efficiency and work quality. Analyzes performance indicators such as system s response time and number of programs being processed to ensure operational efficiency. Designs, codes, installs, and maintains appropriate systems software program. Supports the identification, evaluation, customizing and implementation of vendor-supplied software packages. Supports special system regenerations where applicable to reflect changes in peripheral configuration. Ensures the maintenance of adequate software systems documentation.

Minimum Education: Bachelors Degree

Approved Substitutions	
Education	Experience
High School Diploma or GED plus an IT Technical Certification from CompTIA, Microsoft, or CISCO.	Six (6) years
Associates Degree plus an IT Technical Certification from CompTIA, Microsoft, or CISCO.	Four (4) years

Programmer (SR) III

Minimum Years of Experience: Four (4) years experience



Functional Responsibilities: Works independently, with management review of end results. Has prime accountability for the maintenance and operating efficiency of a major subsystem, such as the teleprocessing network, database management systems, etc. Continually assess the performance of appropriate software systems to identify and correct problems that impact operation efficiency and work quality. Maintains active liaison with user personnel to ensure continuing responsiveness of applicable system software user requirements. Analyzes performance indicators such as system's response time and number of programs being processed to ensure operational efficiency. Designs, codes, installs, and maintains appropriate systems software program. Identifies, evaluates, tailors, and directs the implementation of vendor-supplied software packages. Performs special system regenerations where applicable to reflect changes in peripheral configuration. Ensures the maintenance of adequate software systems documentation. Recommends to management the purchase or lease of system software packages and related hardware. Provides technical assistance to less experienced systems software personnel in the resolution of complex system-related problems. Trains users in applications programming and other user personnel in the use of systems software and related hardware.

Designs, develops, test, documentations, and implementation of new and existing software applications and solutions using Agile development principles and techniques. Refines and translates system software requirements specifications into structured application programs. Configures, debugs, tests and documents new applications and enhancements including, but not limited to forms, reports, underlying logic and interface components on development projects as assigned. Provide software development life cycle support including; conduct of technical requirements analysis, design, development, performance measurement, verification and validation, deployment, change management, and transition. Work with database administrators, quality assurance team, system engineers, network engineers and other staff to ensure data consistency, testability, security and privacy. Creates instructions for computers to generate meaningful output including to write code and manipulate it into a language that the computer can understand and follow. Perform trouble shooting in the field as needed to achieve complete and functional system including working closely with IT staff, managers, and end users in their organization or client organizations to develop, maintain, and test computer programs. Senior programmers shall respond to notifications by users of flaws in programs, identify malfunctioning code and rewrite programs.

Minimum Education: Bachelors Degree

Approved Substitutions	
Education	Experience
Associates Degree plus an IT Technical Certification from CompTIA, Microsoft, or CISCO; Cisco Certified Network Professional (CCNP) required.	Sjx (6) years
Masters Degree	Two (2) years



Engineer (Junior) I

Minimum Years of Experience: One (1) year

Functional Responsibilities: Provide technical design and pricing for project. Turn out design/bid documents for design build contracts. Create pricing bids if required. Insure that system will perform as represented. Check that all of the materials needed for job are included on material control sheet, identified by model number and cost. CAD drawings are prepared. Provide field install/trouble shooting support for challenging technical issues. Provide field service support

Minimum Education: Bachelors Degree

Approved Substitutions	
Education	Experience
Associates Degree plus an IT Technical Certification from CompTIA, Microsoft, or CISCO.	Three (3) years

Engineer II

Minimum Years of Experience: Two (2) years

Functional Responsibilities: Experience in the principles, theories and general body of knowledge of mathematics and information technology, or other engineering discipline is required. Designs, develops, and implements complex hardware, software and database applications or advanced techniques in investigating solutions to system requirements and problems. Develops, plans, coordinates and integrates systems-related requirements to support test or Hardware-in-the-Loop (HWIL) support needs. General knowledge of integration testing, test configuration management, and data management required.

Provide technical design and pricing for project. Turn out design/bid documents for design build contracts. Create pricing bids if required. Insure that system will perform as represented. Check that all of the materials needed for job are included on material control sheet, identified by model number and cost. CAD drawings are prepared. Provide field install/trouble shooting support for challenging technical issues. Provides field service support.

Minimum Education: Bachelors Degree

Approved Substitutions	
Education	Experience
Associates Degree plus an IT Technical Certification from CompTIA, Microsoft, or CISCO.	Four (4) years

Engineer (Senior) III



Minimum Years of Experience: Four (4) years

Functional Responsibilities: Services performed include, contributing to overall strategic vision and integrates a broad range of solutions in support of client requirements for IT projects. Formulates and defines system scope and objectives, develops or modifies processes to solve complex problems for computer systems and business and electronic interfaces to achieve desired results through the use of innovative technologies. Develops and applies advanced engineering and design methods, theories, and research techniques in the investigation and solution of complex and advanced system requirements, hardware/software interfaces and applications, and solutions. Actively participates in the daily operational activities that impact important components / processes of the of the IT work function, and may include responsibilities including: execution of deployment operations to monitor and improve on pre-release, upgrades and current versions of software, evaluating compatibility of programs with existing hardware and/or software features, development of protocols to support established standards, development of processes and interface requirements, data development and definition of acceptance criteria and utilizes experience in order to identify problematic relationships. Anticipates, prevents and eliminates problems and creates efficient fixes. Facilitates elimination of problems and roadblocks before they occur. Responsible for design, development, engineering, integration, and architecture. Senior staff manages, plans, and conducts major phases of significant projects.

Minimum Education: Bachelors Degree

Approved Substitutions	
Education	Experience
Associate' s Degree plus an IT Technical Certification from CompTIA, Microsoft, or CISCO.	Six (6) years
Masters Degree	Two (2) years

Information Assurance Specialist (Junior) I

Minimum Years of Experience: One (1) year

Functional Responsibilities: Under minimal supervision provides the following duties & responsibilities: Supports the 24x7 security monitoring and log management activities, Intrusion detection, incident response, security incident reporting, digital forensics, vulnerability identification, virus control, contingency planning, information security solutions engineering, policy and planning, and network modeling. Expertise in Information Assurance. Experience in at least one of the following; log analysis, Checkpoint IPS-1, ForeScout Counteract, nCircle, Citrix, Bluecoat, SNORT.

Minimum Education: Associates Degree plus an IT Technical Certification from CompTIA, Microsoft, or CISCO.

Information Assurance Specialist II



Minimum Years of Experience: Four (4) years

Functional Responsibilities: Identifies, reports, and resolves security violations. Applies expertise to Government and commercial common user systems, as well as to dedicated special purpose systems requiring specialized security features and procedures.

Understands the DoD Information Assurance Certification and Accreditation Process (DIACAP) to Risk Management Framework (RMF) in Enterprise Mission Assurance Support. Manages the RMF package from Step 1 through Authorization to Operate (ATO) award. Knowledge of various milestones that are not outlined in the RMF guidance, but part of the actual process. Experienced creating and maintaining RMF documentation. Authoring and maintaining plan of action and milestone (POA&M), Security Assessment Plan (SAP) and Security Assessment Report (SAR). Working experience and knowledge of the entire RFM cycle including all checkpoints, collaboration meeting and requirements.

A working understanding of DoDI 8510.01, CNSSI 1253, NIST SP 800-37, NIST SP 800-53r4, NIST SP 800-60 Vols 1 & 2, NIST SP 800-137, FIPS 199, FIPS 140-2, USN RMF System Security Categorization Form & Accessibility Calculator (TMCRA)

Supports the 24x7 security monitoring and log management activities, Intrusion detection, incident response, security incident reporting, digital forensics, vulnerability identification, virus control, contingency planning, information security solutions engineering, policy and planning, and network modeling. Expertise in Information Assurance. Experience in at least one of the following; log analysis, Checkpoint IPS-1, ForeScout Counteract, nCircle, Citrix, Bluecoat, SNORT.

Minimum Education: Associates Degree plus an IT Technical Certification from CompTIA, Microsoft, or CISCO.

Approved Substitutions	
Education	Experience
High School Diploma or GED plus an IT Technical Certification from CompTIA, Microsoft, or CISCO.	Six (6) years
Bachelors Degree	Two (2) year

Information Assurance Specialist (Senior) III

Minimum Years of Experience: Six (6) years

Functional Responsibilities: Provides senior supervision for 24x7 security monitoring and log management activities, intrusion detection, incident response, security incident reporting, digital forensics, vulnerability identification, virus control, contingency planning, information security solutions engineering, policy and planning, and network modeling. proficient knowledge of information security standards (NIST, ISO, PCI, etc.), rules and regulations related to information security and data confidentiality (FERPA,



HIPAA, FISMA, GLBA, etc.) and desktop, server, application, database, network security.

Applies expertise to Government and commercial common user systems, as well as to dedicated special purpose systems requiring specialized security features and procedures. Performs analysis, designs, and developments of security features for system architectures. Provides integration and implementation of the computer system security solutions. Analyzes general information assurance-related technical problems and provide basic engineering and technical support in solving these problems. Performs vulnerability/risk analyses of computer systems and applications during all phases of the system development life cycle. Ensures that all information systems are functional and secure.

Minimum Education: Bachelors Degree

Approved Substitutions	
Education	Experience
Associates Degree plus an IT Technical Certification from CompTIA, Microsoft, or CISCO.	Eight (8) years
Masters Degree	Four (4) years

Information Assurance Specialist (Lead) IV

Minimum Years of Experience: Eight (8) years

Functional Responsibilities: Services performed include, but are not limited to, designing, developing, engineering, and implementing integrated security system solutions that will ensure proprietary/confidential data and systems are protected. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs in computer security in the strategic design process to translate security and business requirements into technical designs. Configures and validates secure systems; tests security products and systems to detect security weakness. Conducts regular audits to ensure that systems are being operated securely, and computer security policies and procedures are being implemented as defined in security plans. Duties include architecture design, system/network analysis, vulnerability and risk assessments, and security assessment of hardware and software. Performs duties on tasks that require expertise in firewall, cyber, cloud computing, implementation/configuration, physical security analysis of facilities, security assessment/risk analysis, security design of local area networks and wide area networks, security analysis of network operating systems and applications, continuity of operations, planning, policy development and disaster recovery.

Ensures the quality/completeness of RMF packages from Step 1 through Authorization to Operate (ATO) award. Knowledge of various milestones that are not outlined in the RMF guidance, but part of the actual process. Experienced creating and maintaining RMF documentation. Authoring and maintaining plan of action and milestone



(POA&M), Security Assessment Plan (SAP) and Security Assessment Report (SAR). Working experience and knowledge of the entire RFM cycle including all checkpoints, collaboration meeting and requirements.

A detailed understanding of DoDI 8510.01, CNSSI 1253, NIST SP 800-37, NIST SP 800-53r4, NIST SP 800-60 Vols 1 & 2, NIST SP 800-137, FIPS 199, FIPS 140-2, Service/Agency RMF System Security Categorization Form & Accessibility Calculator (TMCRA). Detailed Knowledge of the following (a plus): CYBERSAFE Grade Form & Information Security Continuous Monitoring (ISCM) for Federal Information Systems and Organizations or Continuous Monitoring Strategy (CMS)

Understands the principles and applies the requirement/knowledge of DoD 8570.01M Baseline Certificate for IAT Level II: Security+ CE, SSCP, CCNA-Security, GSEC, GICSP, CySA+; or IAT Level III (i.e., CISSP (or Associate), CASP CE, CISA

Minimum Education: Bachelors Degree

Approved Substitutions	
Education	Experience
Associates Degree	Ten (10) years
Masters Degree	Six (6) years

Security Engineer II

Minimum Years of Experience: Two (2) years

Functional Responsibilities: Contributes to the security planning, assessment, risk analysis, risk management, certification and awareness activities for system and networking operations. Assists architects and systems developers in the identification and implementation of appropriate information security functionality to ensure uniform application of Agency security policy and enterprise solutions. Assesses and mitigates system security threats/risks throughout the program life cycle.

Minimum Education: Bachelors Degree

Approved Substitutions	
Education	Experience
Associates Degree plus an IT Technical Certification from CompTIA, Microsoft, or CISCO.	Four (4) years

Security Engineer (Senior) III

Minimum Years of Experience: Six (6) years

Functional Responsibilities: Supports the implementation of new security solutions, participate in the creation and maintenance of policies, standards, baselines, guidelines and procedures (InfoSec). Supports the enforcement of security policies across the



organization. Conducts vulnerability audits and assessments. Prepares and executes security test plans, and assess security control effectiveness. Works with software engineering team to ensure that security policies, standards, best practices and guidelines are adhered to. Supports customers at the highest levels in the development and implementation of doctrine and policies and applies knowhow to government and commercial user systems, as well as to dedicated special purpose systems requiring specialized security features and procedures.

Minimum Education: Bachelors Degree

Approved Substitutions	
Education	Experience
Associates Degree plus an IT Technical Certification from CompTIA, Microsoft, or CISCO.	Eight (8) years
Masters Degree	Four (4) years

Database Specialist II

Minimum Years of Experience: Four (4) years

Functional Responsibilities: Manages the development of database projects. Plans and budgets staff and data base resources. When necessary, reallocates resources to maximize benefits. Prepares and delivers presentations on database management systems (DBMS) concepts. Provides daily supervision and direction to support staff.

Minimum Education: Bachelors Degree

Approved Substitutions	
Education	Experience
Associates Degree plus an IT Technical Certification from CompTIA, Microsoft, or CISCO.	Six (6) years
Masters Degree	Two (2) years

Database Specialist (Senior) III

Minimum Years of Experience: Six (6) years

Functional Responsibilities: Manages the development of database projects. Plans and budgets staff and data base resources. When necessary, reallocates resources to maximize benefits. Assures Service level, Application, database and network performance troubleshooting and restoration of application and database service levels. Supports Microsoft SQL Server, Oracle, NoSQL, Big Data (Drupal, Hadoop) and open databases products. Responses to Service Event and Alert Management of application and databases. Maintains and collects Environment performance metrics analysis and reporting. Uses Dashboard Monitor and analysis of application and database log analytics



and telemetry. Monitors database and application resource usage, and performance monitoring to avoid service disruption. Leads incident and problem monitoring, response and reporting. Leads database and application environment engineering, hosting design, configuration. Performs change Log tracking and administration. Provides Tier II Help Desk support for service restoration. Provides Tier III vendor coordination for service restoration. Originates and maintains required technical documentation. Supports continuous deployment with correct development/operations tools, planning and agile processes and thinking. Support ISO 20000 and ITIL processes. Prepares and delivers presentations on database management systems (DBMS) concepts. Provides daily supervision and direction to support staff.

Minimum Education: Bachelors Degree

Approved Substitutions	
Education	Experience
Associate's Degree plus an IT Technical Certification from CompTIA, Microsoft, or CISCO.	Eight (8) years
Masters Degree	Four (4) years

Certified Network Engineer II

Minimum Years of Experience: Two (2) years

Functional Responsibilities: Possess the following skills: CCNP, experience with Catalyst Switches (6500, 5500, 2948G, XL), VLAN management, Cisco Routers and IP Routing Protocols (OSPF, BGP), SNMP monitoring, exposure to working with either Linux or WinK and experience in dealing with 3rd parties, fault-finding and trouble shooting. Understands, CCDP, Checkpoint, VPN, Sniffer, Cisco Works or Cisco View, Alteon and other load balancing related technologies, PIX and either Linux or Win2K. Works on monitoring, maintenance, upgrade and configuration of the network, maintain security levels and documentation.

Minimum Education: Bachelors Degree; Cisco Certified Network Professional (CCNP) required.

Approved Substitutions	
Education	Experience
High School Diploma or GED plus an IT Technical Certification from CompTIA, Microsoft, or CISCO; Cisco Certified Network Professional (CCNP) required.	Six (6) years
Associates Degree plus an IT Technical Certification for Cisco Certified Network Professional (CCNP) required.	Four (4) years

Certified Network Engineer (Senior) III

Minimum Years of Experience: Five (5) years



Functional Responsibilities: Functions as technical lead on network projects. Designs quality control and test procedures. Applies Technical expertise to support the development of the architecture and the total solution. Interfaces with the Government client organization on the solution design. Advises, analyzes and researches network solutions for the Government.

Minimum Education: Bachelors Degree Cisco Certified Network Professional (CCNP).

Approved Substitutions	
Education	Experience
Associates Degree ; Cisco Certified Network Professional (CCNP) required.	Eight (8) years
Masters Degree	Three (3) years

Project Manager I

Minimum Years of Experience: Two (2) years

Functional Responsibilities: Acts as a focal point for planning and executing IT task(s). Is a primary point of contact for the Customer. Coordinates project delivery IT subject matter experts on project execution. Works closely with IT program area leads to manage delivery and pursue new project opportunities in the utility, energy, and/or energy efficiency sectors

Oversees all work and takes corrective action as necessary to ensure project success. May also serve as a IT technical lead. Responsible for the overall management of the specific task (s) and insuring that the IT technical solutions and schedules of the task are implemented in a timely and technically correct manner.

Minimum Education: Bachelors Degree

Approved Substitutions	
Education	Experience
Associates Degree plus an IT Technical Certification from CompTIA, Microsoft, or CISCO; Cisco Certified Network Professional (CCNP) required.	Four (4) years

Project Manager II

Minimum Years of Experience: Six (6) years

Functional Responsibilities: Performs day-to-day management of IT delivery order projects, from original concept through final implementation. Utilizes proven skills in



those IT and Network technical areas addressed by the delivery order to analyze new and complex project related problems and create innovative solutions involving financial management, scheduling, technology, methodology, tools, and solution components. Organizes, directs, and coordinates the planning and production of all activities IT, Network and Cyber activities associated with assigned delivery order projects. Defines project scope and objectives including developing detailed work plans, installation schedules, project estimates, resource plans, status reports, and project and financial tracking and analysis. Conducts project meetings and ensures quality standards. Provides technical and strategic guidance to project team and reviews project deliverables.

Minimum Education: Bachelors Degree and PMP certification.

Approved Substitutions	
Education	Experience
Associate's Degree plus an IT Technical Certification from CompTIA, Microsoft, or CISCO; Cisco Certified Network Professional (CCNP) required.	Eight (8) years
Masters Degree	Four (4) years

Project Manager III

Minimum Years of Experience: Ten (10) years

Functional Responsibilities: Acts as a focal point for planning and executing task (s). Is a primary point of contact for the customer. Develops and implements workable approaches to implementing and integrating capital planning and investment controls, architecture, strategic planning and development of IT budgets. Prepares developing plans of actions and milestones to correct any deficiencies or areas needing improvements. Reviews and responds to planning scorecards for investments and developing plans of actions and milestones to correct any deficiencies or areas needing improvements. Collects and summarizes information needed for Federal agency and other data calls. Prepares materials, collects information to support IT portfolio management and ensures all required capital investment data is captured. Collaborates with direct reports, consulting partners, solution providers, and IT partners to resolve issues, perform systems maintenance, and design and implement new or enhanced functionality. Oversees daily infrastructure operations across workstations, servers, networks, and security equipment and systems. Manages projects as needed to maintain and/or enhance solutions or infrastructure equipment and services. Prioritizes and collaborates with local and remote resources to resolve infrastructure issues.

Minimum Education: Bachelors Degree and PMP Certification.

Approved Substitutions	
Education	Experience



Masters Degree	Eight (8) years
Doctorate Degree	Six (6) years

Business Process Engineer (Senior) III

Minimum Years of Experience: Six (6) years

Functional Responsibilities: Recommends and designs cost effective strategies to increase the effectiveness and efficiency of the organizations business process through changes in policies, procedures, organization structure and the application of enabling technology. Demonstrated knowledge of modeling, simulation and workflow computer based tools applicable to the reengineering effort supported. Knowledge of current information technology tools, techniques, COTS software with the ability to apply knowledge to solve reengineering business processes. Demonstrates senior level subject manner expertise in all areas of business process reengineering and analysis.

Minimum Education: Bachelors Degree

Approved Substitutions	
Education	Experience
Masters Degree	Four (4) years

Oracle Engineer/ Database Administrator (Senior III)

Minimum Years of Experience: Ten (10) years

Functional Responsibilities: Responsible for the definition, implementation, and documentation of procedures and tools to be used by DBAs to tune and manage the server implemented on Oracle X.X.X (X.X.X – Version of Oracle). Participate in the implementation and maintenance of the database portions of the AccessBase server application, written in C++ using OCI and oracle stored procedures. Experience in configuring Oracle databases for high availability and/or fail-over. PL/SQL, OCI, and /or Oracle stored procedures. Performance tuning and administration of oracle database.

Minimum Education: Bachelors Degree

Approved Substitutions	
Education	Experience
Associates Degree plus an IT Technical Certification from CompTIA, Microsoft, or Oracle	Twelve (12) years
Masters Degree	Eight (8) years

Storage System Engineer II

Minimum Years of Experience: Four (4) years



Functional Responsibilities: Responsible for provisioning, installation/configuration, and maintenance of systems hardware, software and related infrastructure. Participate in technical research and development to enable supportability and innovation within the infrastructure. Ensure that system hardware, operating systems, and software systems adhere to the organizational policies and remain functional for end user services. Storage Systems Engineer provides multi-level NAS and SAN support to Windows, Unix, Oracle and Network teams in both administrative and engineering capacities. The Storage Systems Engineer is directly responsible for the administration of NetApp FAS3xxx hosting 100+ terabytes of total storage over CIFS, NFS and ISCSI.

Minimum Education: B.A. or BS in Business, Engineering, Computer Science, Information Technology (IT), or Information Systems (IS).

Approved Substitutions	
Associates Degree plus an IT Technical Certification from CompTIA, Microsoft, or Oracle	Six (6) years

Storage System Engineer (Senior) III

Minimum Years of Experience: Six (6) years

Functional Responsibilities: Responsible for architecture, design, installation, configuration, administration, support, and maintenance of storage, including associated hardware and cloud resources. Duties include updating to new technologies, tuning performance, allocating storage space, and prioritizing the implementation of critical system patches. This infrastructure includes on-premises and cloud resources. The Storage Systems Engineer is directly responsible for the administration of NetApp FAS3xxx hosting 100+ terabytes of total storage over CIFS, NFS and ISCSI.

Minimum Education: Bachelors Degree

Approved Substitutions	
Education	Experience
Associate s Degree plus an IT Technical Certification from CompTIA, Microsoft, or Oracle.	Eight (8) years
Masters Degree	Four (4) years

Software / Applications Developer (Junior) I

Minimum Years of Experience: One (1) year

Functional Responsibilities: Responsible for building and maintaining web-based applications. The candidate will be responsible for new development, enhancements, and maintenance in Java/J2EE (JMS, EJB, and Servlets) and shall have extensive knowledge



of design patterns. The candidate will also be responsible for the design, coding, and testing of Java based applications and the design and implement of web-based applications. Primary development: Java, XML, XSLT, Servlets, Spring, Tiles, DOM, XML Object, JSTL, JSP, MVC2/Struts, stored procedures, triggers and views and Oracle PL/SQL.

Minimum Education: Must have at least an Associates Degree plus an IT Technical Certification from CompTIA, Microsoft, or CISCO.

Software / Applications Developer II

Minimum Years of Experience: Four (4) years

Functional Responsibilities: Responsible for building and maintaining web-based applications. The candidate will be responsible for new development, enhancements, and maintenance in Java/J2EE (JMS, EJB, and Servlets) and shall have extensive knowledge of design patterns. The candidate will also be responsible for the design, coding, and testing of Java based applications and the design and implement of web-based applications. Defines system scope and objectives. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time, and form of desired results. Prepares detailed specifications for programs. Assists in the design, development, testing, implementation, and documentation of new software and enhancements of existing applications. Works with project managers, development team, and end users to ensure application designs meet business requirements. Defines specifications for complex operating software programming applications or modifies/maintains complex existing applications using engineering releases and utilities from the manufacturer. Provides overall operating system, such as sophisticated file maintenance routines, large telecommunications networks, computer accounting, and advanced mathematical/scientific software packages. Assists all phases of software systems programming applications. Evaluates new and existing software products

Minimum Education: Bachelors Degree

Approved Substitutions	
Associates Degree plus an IT Technical Certifications from CompTIA, Microsoft, or CISCO.	Six (6) years

Software / Applications Developer (Senior) III

Minimum Years of Experience: Six (6) years

Functional Responsibilities: Responsible for building and maintaining web-based applications. The candidate will be responsible for new development, enhancements, and maintenance in Java/J2EE (JMS, EJB, and Servlets) and shall have extensive knowledge



of design patterns. The candidate will also be responsible for the design, coding, and testing of Java based applications and the design and implement of web-based applications. Primary development: Java, XML, XSLT, Servlets, Spring, Tiles, DOM, XMLObject, JSTL, JSP, MVC2/Struts, stored procedures, triggers and views and Oracle PL/SQL.

The Senior Developer with no supervision will work in a fast paced collaborative and agile environment, following Scrum/Kanban methodologies. Including:

- Analyzing software requirements and providing solutions upgrades, recommendations and designs.
- Performs indepth and detailed analysis, design, coding, testing, implementation, and maintenance of software solutions using years of experience and expertise.
- Provide consultation and support services for the full life cycle of software product development.
- Respond to and troubleshooting incidents, both for end users and applications.
- Provides technical oversight and expertise to Level I and II Developers as needed.
- Monitors and troubleshooting performance of the system as necessary.

Minimum Education: Bachelors Degree

Approved Substitutions	
Associates Degree plus an IT Technical Certification from CompTIA, Microsoft, or CISCO.	Eight (8) years
Masters Degree	Four (4) years

Software / Applications Developer (Chief) IV

Minimum Years of Experience: Ten (10) years

Functional Responsibilities: Responsible for building and maintaining web-based applications. The candidate will be responsible for new development, enhancements, and maintenance in Java/J2EE (JMS, EJB, and Servlets) and shall have extensive knowledge of design patterns. The candidate will also be responsible for the design, coding, and testing of Java based applications and the design and implement of web-based applications. Primary development: Java, XML, XSLT, Servlets, Spring, Tiles, DOM, XMLObject, JSTL, JSP, MVC2/Struts, stored procedures, triggers and views and Oracle PL/SQL.

The Chief Developer will provide:

- Supervision for development teams working to meet both sprint and release commitments and milestones.
- Provide senior oversight and direction for the feature team's design, development, documentation and testing of enhancements to the system.
- Recommends and develops new technical solutions, products, and/or standards in support of the stakeholder strategy.



- Leads and guides work of other technical staff that has significant impact on project results/outputs.
- Participates fully in the Scrum team activities (Planning, Daily Stand Up, Retrospective, & Review/Demo).
- Resolves critical issues on the operational system when necessary.
- Engages stakeholders, contributors and technical resources to analyze user needs and resource limitations. Provides completed plans and products to government for approval and implementation.
- Provides professional experience and knowledge to direct Developers I, II, and III for: Java, J2EE, Spring Framework, JSP, AngularJS, Javascript, AJAX, Perl, Shell Scripting, SQL, Subversion, REST, SOAP. XML, RHEL 6 and 7.

Minimum Education: Bachelors Degree

Approved Substitutions	
Masters Degree	Eight (8) years

Subject Matter Expert (SME) I

Minimum Years of Experience: Six (6) years of experience in the required subject field.

Functional Responsibilities: Provide support in collection, analysis, evaluation and the preparation of Information Technology/Information Assurance/ Cybersecurity recommendations for program improvements, optimization, development, and/or administration efforts in any of the following specialties: intelligence analysis and/or law enforcement analysis. Conduct comprehensive related Information Technology/Information Assurance/ Cybersecurity research on applications and intelligence related automation to support analytical efforts. Compare and contrast information from different sources. Prepare, produce, and disseminate both scheduled and unscheduled general intelligence Cybersecurity products, such as: briefings, studies, estimates, and assessments memoranda. Promote and coordinate, where applicable, the sharing of organized criminal intelligence and criminal investigations with FBI when there is a nexus to the U.S. Identify resource requirements and shortfalls to supervisor. Represent activity in working groups and committees as substantive authority in subject area.

Minimum Education: Bachelors Degree

Approved Substitutions	
Masters Degree	Four (4) years

Subject Matter Expert (SME) II

Minimum Years of Experience: Eight (8) years of experience in the required subject field.

Functional Responsibilities: Demonstrates expertise in a variety of the Information Technology/Information Assurance/ Cybersecurity field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of Information Technology/Information Assurance/ Cybersecurity tasks. May provide consultation on complex projects and is considered to be the top-level Information Assurance/ Cybersecurity contributor/specialist. Responsible for planning and directing an organization's strategic and long-range Information Technology/Information Assurance/ Cybersecurity goals. Works with end user groups to evaluate and solve technical problems. Leads and directs the work of others. Coordinates and manages the preparation of gathering information, analysis, evaluations, and recommendations for proper implementation of programs in any of the following specialties: intelligence analysis and law enforcement analysis. Define critical intelligence Cybersecurity /Information Assurance topics and initiate comprehensive or unique research efforts on topics as related to extensive or speculative analytical projects. Oversees requirements for new databases and information services and develop new research methodologies. Define overall analytical objectives in relation to existing or proposed policy and identify required analytical resources. Forecast intelligence gaps and initiate development of comprehensive collection plans to address these gaps. Perform long-range planning in support of existing and projected organizational mission requirements. Make assessments as to overall resource capability to answer existing/projected requirements and identify resource shortfalls. Assist in the Development of Intelligence policy for collection management techniques and governing internal and external information sharing among member of the intelligence community.

Minimum Education: Bachelors Degree

Approved Substitutions	
Masters Degree	Six (6) years
Doctorate Degree	Four (4) years

Subject Matter Expert (SME) III

Minimum Years of Experience: Ten (10) years of experience

Functional Responsibilities: Demonstrates expertise in a variety of the Information Technology/Information Assurance/ Cybersecurity field's concepts, practices, and procedures. May provide consultation on complex projects and is considered to be the top-level contributor/specialist. A wide degree of creativity and latitude is expected. Responsible for planning and recommending an organization's strategic and long-range Information Technology/Information Assurance/ Cybersecurity goals. Typically

coordinates and manages the preparation of gathering information, analysis, evaluations, and recommendations for proper implementation of programs in any of the following specialties: intelligence analysis and law enforcement analysis. Serve as a project leader directing the research efforts of more junior analysts including managing a wide range of professionals and practitioners in intelligence collection activities. Work with Government client to identify key competitive intelligence requirements. Determine research method and work approach and revise as appropriate. Analyze information from sources, assess the value of those sources, and initiate new analytical contacts to enhance mission effectiveness. Identify, plan, and manage all analysis activities, including support of all activities performed by Level II and Level III Information Technology/Information Assurance/ Cybersecurity SME support staff as necessary. Ensure application of 'best in class' competitive intelligence Cybersecurity/Information Assurance methodologies to address industry issues. Serve as the key source for consultation on intelligence and law enforcement analytical issues. Represent Government client at national and international forums.

Minimum Education: Masters Degree

Approved Substitutions	
Bachelors Degree	Twelve (12) years
Doctorate Degree	Eight (8) years

Subject Matter Expert (SME) IV

Minimum Years of Experience: Sixteen (16) years experience

Functional Responsibilities: Demonstrates expertise in a variety of the field's Information Operations/Information Technology/Information Assurance/ Cybersecurity concepts, practices, and procedures. May provide consultation on complex projects and is considered to be the top-level Information Operations/Information Technology/Information Assurance/ Cybersecurity contributor/specialist. Responsible for planning and recommending an organization's strategic and long-range Information Operations/Information Assurance/ Cybersecurity goals. Typically coordinates and manages the preparation of gathering information, analysis, evaluations, and recommendations for proper implementation of programs in any of the following specialties: intelligence analysis and law enforcement analysis. Serve as a project leader directing the research efforts of more junior analysts including managing a wide range of professionals and practitioners in intelligence collection activities. Work with Government client to identify key competitive intelligence requirements. Determine research method and work approach and revise as appropriate. Analyze information from sources, assess the value of those sources, and initiate new analytical contacts to enhance mission effectiveness. Identify, plan, and manage all analysis activities, including support of all activities performed by Level I and Level II SME support staff as necessary. Ensure application of 'best in class' competitive intelligence methodologies to address industry issues. Serve as the key source for consultation on intelligence and law enforcement analytical issues. Represent Government client at national and international forums.



Minimum Education: Masters Degree

Approved Substitutions	
Doctorate Degree	Fourteen (14) years

Subject Matter Expert (SME) V

Minimum Years of Experience: Eighteen (18) years experience

Functional Responsibilities: Demonstrates expertise in a variety of the field's concepts, practices, and procedures. May provide consultation on complex projects and is considered to be the top-level contributor/specialist. A wide degree of creativity and latitude is expected. Responsible for planning and recommending an organization's strategic and long-range goals. Typically coordinates and manages the preparation of gathering information, analysis, evaluations, and recommendations for proper implementation of programs in any of the following specialties: intelligence analysis and law enforcement analysis. Serve as a project leader directing the research efforts of more junior analysts including managing a wide range of professionals and practitioners in intelligence collection activities. Work with Government client to identify key competitive intelligence requirements. Determine research method and work approach and revise as appropriate. Analyze information from sources, assess the value of those sources, and initiate new analytical contacts to enhance mission effectiveness. Identify, plan, and manage all analysis activities, including support of all activities performed by Level I and Level II SME support staff as necessary. Ensure application of 'best in class' competitive intelligence methodologies to address industry issues. Serve as the key source for consultation on intelligence and law enforcement analytical issues. Represent Government client at national and international forums.

Minimum Education: Masters Degree

Approved Substitutions	
Doctorate Degree	Sixteen (16) years

Microsoft SharePoint Subject Matter Expert (SME)

Minimum Years of Experience: Ten (10) years experience in managing the implementation of SharePoint information engineering projects and experience in system analysis, design, programming, testing and administration.

Functional Responsibilities: Must be capable of applying a business-wide set of disciplines for planning, analysis, design, construction, and maintenance of information systems business-wide or across a major sector of the business. Must be capable of performing business strategic systems planning, information planning, and analysis. Performs process and data modeling in support of the planning and analysis efforts, using

both manual and automated tools, such as I-CASE tools. Must be able to apply reverse engineering and reengineering disciplines to develop migration, strategic and planning documents. Provides technical guidance on software engineering techniques and automated support tools. Must manage the implementation of information engineering projects and experience in system analysis, design, programming, testing and administration.

Minimum Education: Bachelors Degree, MCSE SharePoint Certification.

Approved Substitutions	
Masters Degree MCSE SharePoint Certification	Eight (8) years

Microsoft AZURE SOLUTIONS SME

Minimum Years of Experience: Must have four (4) plus years' of experience in managing the implementation of Microsoft Azure Solutions engineering projects and experience in system analysis, design, programming, testing and administration.

Functional Responsibilities: Must be capable of applying a business-wide set of disciplines for planning, analysis, design, construction, and maintenance of information systems business-wide or across a major sector of the business. Must be capable of performing business strategic systems planning, information planning, and analysis. Performs process and data modeling in support of the planning and analysis efforts, using both manual and automated tools, such as I-CASE tools. Must be able to apply reverse engineering and reengineering disciplines to develop migration, strategic and planning documents. Provides technical guidance on software engineering techniques and automated support tools. Must manage the implementation of information engineering projects and experience in system analysis, design, programming, testing and administration.

Minimum Education: Bachelors Degree

Media Engineer

Minimum Years of Experience: Two (2) years of experience in the maintenance and operation of audiovisual (AV) and video conferencing (VTC) equipment. Experience in configuration and troubleshooting of systems. Knowledge and experience in the operation of digital AV systems and the configuration and operation of VTC systems to include establishing and maintaining connectivity with other VTC sites.

Functional Responsibilities: Provides scheduling services for AV and VTC equipment. Provides direction on what equipment must be configured for customer use. Configures and troubleshoots problems with basic audiovisual and associated computer equipment in customer spaces. Conducts arrangements for VTC sessions involving customer VTC



assets. Develops and maintains Standard Operating Procedures (SOP's) for the operation of that equipment by personnel with minimal training.)

Configure VTC equipment for proper operation, establishes and maintains connectivity, and troubleshoots problems that occur before or during VTC sessions. Provides training for customer personnel in the proper operation of the AV and VTC systems. May generate AV and VTC equipment inventory and location document, as well as generation of Standard Operating Procedures. Responsible for creating the terrain, structures, props and vehicles for the project. This includes but is not limited to building the geometry for each asset, creating textures and materials for assets, lighting of the environment, special effects and placing assets in the environment. Duties also include the illustration and development of scenes through storyboards that will later be rendered as motion graphic style montages and cut scenes. Must have an ability to brainstorm with Government clients and other artists and be able to take on tasks with a minimum of supervision. Must have advanced knowledge of 3D Studio Max, Adobe Photoshop, Zbrush, Unreal Development Kit (UDK), Traditional Art Tools, Adobe After Effects, and Adobe Soundboard.

Minimum Education: Bachelors Degree

Approved Substitutions	
Associates plus an IT Technical Certification from CompTIA, Microsoft, CISCO or Specialized University/College courses.	Four (4) year

SIN 132-51 – INFORMATION TECHNOLOGY PROFESSIONAL SERVICES PRICING

SIN 132-51 SERVICE (LABOR CATEGORY)	GSA PRICE WITH IFF 22 JUN 19 to 21 JUN 20	GSA PRICE WITH IFF 22 JUN 20 to 21 JUN 21	GSA PRICE WITH IFF 22 JUN 21 to 21 JUN 22	GSA PRICE WITH IFF 22 JUN 22 to 21 JUN 23	GSA PRICE WITH IFF 22 JUN 23 to 21 JUN 24
Technical Support Representative (Junior) I	\$31.95	\$32.59	\$33.24	\$33.90	\$34.58
Technical Support Representative II	\$37.06	\$37.80	\$38.55	\$39.33	\$40.11
Technical Support Representative (Senior) III	\$41.93	\$42.77	\$43.62	\$44.50	\$45.39
Technical Support Representative (Lead) IV	\$106.90	\$109.03	\$111.21	\$113.44	\$115.71
System Engineer (Junior) I	\$52.94	\$54.00	\$55.08	\$56.18	\$57.30
System Engineer II	\$63.99	\$65.27	\$66.58	\$67.91	\$69.27
System Engineer (Senior) III	\$82.85	\$84.51	\$86.20	\$87.92	\$89.68
System Engineer (Chief) IV	\$102.57	\$104.62	\$106.71	\$108.85	\$111.02
Project Manager I	\$114.91	\$117.20	\$119.55	\$121.94	\$124.38
Project Manager II	\$119.44	\$121.83	\$124.27	\$126.75	\$129.29
Project Manager III	\$123.90	\$126.37	\$128.90	\$131.48	\$134.11
Software / Applications Developer (Junior) I	\$55.56	\$56.67	\$57.80	\$58.96	\$60.14
Software / Applications Developer II	\$66.50	\$67.83	\$69.19	\$70.57	\$71.99
Software / Applications Developer (Senior) III	\$77.39	\$78.94	\$80.52	\$82.13	\$83.77
Software / Applications Developer (Chief) IV	\$94.99	\$96.89	\$98.82	\$100.80	\$102.82
System Administrator (Junior) I	\$50.28	\$51.28	\$52.31	\$53.35	\$54.42
System Administrator II	\$58.55	\$59.73	\$60.92	\$62.14	\$63.38
System Administrator (Senior) III	\$65.20	\$66.51	\$67.84	\$69.19	\$70.58
System Administrator (Chief) IV	\$120.59	\$123.00	\$125.46	\$127.97	\$130.53
System Analyst (Junior) I	\$52.94	\$54.00	\$55.08	\$56.18	\$57.30
System Analyst II	\$63.99	\$65.27	\$66.58	\$67.91	\$69.27
System Analyst (Senior) III	\$82.85	\$84.51	\$86.20	\$87.92	\$89.68
System Analyst (Chief) IV	\$102.57	\$104.62	\$106.71	\$108.85	\$111.02
Enterprise Architect	\$119.68	\$122.07	\$124.51	\$127.00	\$129.54
Programmer (Junior) I	\$66.50	\$67.83	\$69.19	\$70.57	\$71.99
Programmer II	\$94.99	\$96.89	\$98.82	\$100.80	\$102.82
Programmer (Senior) III	\$112.29	\$114.54	\$116.83	\$119.17	\$121.55
Engineer (Junior) I	\$45.19	\$46.09	\$47.01	\$47.95	\$48.91
Engineer II	\$49.61	\$50.60	\$51.62	\$52.65	\$53.70

SIN 132-51 SERVICE (LABOR CATEGORY)	GSA PRICE WITH IFF 22 JUN 19 to 21 JUN 20	GSA PRICE WITH IFF 22 JUN 20 to 21 JUN 21	GSA PRICE WITH IFF 22 JUN 21 to 21 JUN 22	GSA PRICE WITH IFF 22 JUN 22 to 21 JUN 23	GSA PRICE WITH IFF 22 JUN 23 to 21 JUN 24
Engineer (Senior) III	\$59.23	\$60.41	\$61.62	\$62.85	\$64.11
Information Assurance Specialist (Junior) I	\$31.95	\$32.59	\$33.24	\$33.90	\$34.58
Information Assurance Specialist II	\$52.16	\$53.21	\$54.27	\$55.36	\$56.46
Information Assurance Specialist (Senior) III	\$62.32	\$63.56	\$64.83	\$66.13	\$67.45
Information Assurance Specialist (Lead) IV	\$64.95	\$66.24	\$67.57	\$68.92	\$70.30
Security Engineer II	\$102.57	\$104.62	\$106.71	\$108.85	\$111.02
Security Engineer (Senior) III	\$134.13	\$136.81	\$139.55	\$142.34	\$145.19
Database Specialist II	\$75.55	\$77.07	\$78.61	\$80.18	\$81.78
Database Specialist (Senior) III	\$85.60	\$87.31	\$89.06	\$90.84	\$92.65
Certified Network Engineer II	\$89.03	\$90.81	\$92.63	\$94.48	\$96.37
Network Engineer (Senior) III	\$112.72	\$114.98	\$117.28	\$119.62	\$122.01
Business Process Engineer (Senior) III	\$95.63	\$97.54	\$99.50	\$101.49	\$103.51
Oracle Engineer/ Database Administrator (Senior) III	\$101.48	\$103.51	\$105.58	\$107.69	\$109.84
Storage System Engineer II	\$92.28	\$94.12	\$96.01	\$97.93	\$99.88
Storage System Engineer (Senior) III	\$113.15	\$115.41	\$117.72	\$120.07	\$122.48
Subject Matter Expert (SME) I	\$104.78	\$106.88	\$109.02	\$111.20	\$113.42
Subject Matter Expert (SME) II	\$131.25	\$133.88	\$136.55	\$139.28	\$142.07
Subject Matter Expert (SME) III	\$144.57	\$147.46	\$150.41	\$153.42	\$156.49
Subject Matter Expert (SME) IV	\$154.38	\$157.47	\$160.62	\$163.83	\$167.11
Subject Matter Expert (SME) V	\$163.72	\$167.00	\$170.34	\$173.74	\$177.22
Microsoft SharePoint Subject Matter Expert (SME)	\$102.66	\$104.71	\$106.81	\$108.94	\$111.12
Microsoft Azure Solutions Subject Matter Expert (SME)	\$123.46	\$125.93	\$128.45	\$131.02	\$133.64
Media Engineer	\$69.14	\$70.53	\$71.94	\$73.38	\$74.84